

The Chronicle

NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

Volume XXI Issue I

January/ February 2009

Inside this issue:

Chiefly Speaking	1
Another look at how Adult Probation is doing	3
Financial Compliance Program wins National Honor	4
Sunnyslope Probation Office	4
Success Story	5
A Different Perspective	6
SMI Program receives showcase in Excellence Award	7
Unsupervised Adopts a Family	7
Managing For Results System Overview	8
MARS Units Applies EBP	9
Safety Matters	10
Why Now?	12
Adult Probation's CCC	12
MCAPD & ADC Working Together	13
30 Years of Service	14
It's a Gold Medal for the 3rd Annual Adjunct Faculty Event	15
"Of the Year" Winners	16

A Force for Positive
CHANGE.



The current economic situation is unprecedented. While the economists try to define it and the politicians try to fix it, we are all wondering when the tide will turn. How much worse will it get? When will things get better? What can I do to protect myself and my family? The uncertainty, stress, and misfortune are affecting all of us on some level.

At this point, the County's fiscal year 2010 budget and the outlook for our department's budget remains unknown. I can tell you that I am in budget meetings on a daily basis. Everyday, the numbers change. There are many factors that will ultimately determine the bottom line for next year's County budget and it is still subject to changing conditions. Be assured that as the budget numbers become more certain and decisions are made, I will keep you informed. Meanwhile, we are ok for the remainder of FY 2009 and no changes are expected before July 1st.

Regardless of the economic situation, we still have an important job to do. We still need to protect public safety and promote positive behavioral change. Adult Probation provides extremely valuable services to the community. People share with me all of the time what a difference Adult Probation has made, both on the safety side and the health side of community well-being. We need to stay focused on our goals and do the best that we can do.

As a reminder, here are the five goals of Adult Probation:

- Goal A. Crime Reduction
- Goal B. Compensation/Retention
- Goal C. Process Improvement
- Goal D. Customer Satisfaction
- Goal E. Infrastructure

Consistent with Goal B, it is both important and a pleasure to celebrate our successes and recognize staff for outstanding performance. The department has recently been honored with state and national awards.

Continued on page 2

The Chronicle
Adult Probation
Department
620 W. Jackson
Phoenix, AZ

Congratulations to the Financial Compliance Program, which was recently honored with the 2008 American Probation and Parole Association's President's Award. Kudos are in order for the SMI Program, which received high praise as a 2008 Arizona Quality Alliance Showcase in Excellence award recipient. Each year, we honor our own, with the annual Visions of Excellence awards. I hope that you will join me on April 1st at the Black Canyon Building, as we recognize some of Adult Probation's finest: Employee of the Year, Barbara Johnson; Supervisor of the Year, Karen Barnes; Probation Officer of the Year, Pete Jacaruso; and Surveillance Officer of the Year, Patty Carey. Your dedication, substantial contributions, and exemplary service are very much appreciated.

In order to determine how the department is doing on Goal A, we measure and evaluate our crime reduction efforts. Goals are set at the departmental level, but we also look at our results at other levels. Recently, we completed an analysis of revocations to prison, looking at standard supervision, IPS, and unsupervised probation, as well at risk levels. Are we on track in achieving our goals? Are the right people (e.g. high risk offenders) being sent to prison?

FY 2008 Revocations to AZ DOC	
Department Goal	33%
Supervision Type	Results
Department	28%
Standard Probation Supervision	32%
Intensive Probation Supervision	54%
Unsupervised Probation	0.4%

As a department, we exceeded our goal with an overall revocation to prison rate of 28%. As we would expect, the large populations on Unsupervised Probation and MARS had very low revocation rates, with MARS at 3%. Of all probationers that terminated probation last year, 72% did not go to prison.

In general, the risk score analysis indicated that the right people are being sent to prison. Probationers under supervision with medium-high and high risk scores were revoked to AZ DOC at significantly higher rates than probationers under supervision with low and medium-low risk scores.

It is significant to note that, on average, the number of probationers revoked to prison per month equals only one percent of the probationers under active supervision! While it is useful to measure successful and unsuccessful probation completions using termination data, this does not reflect the whole picture. The large number of probationers that continue under supervision are part of the success story. The number of petitions to revoke filed and other data are being examined so that we can look at our results in different ways. Please see the related story in this issue of the Chronicle.

The organizational development component of our EBP initiative has steady momentum. The department's EBP Steering Committee blended the results of the organizational assessments completed by CJI and the results of the Employee Satisfaction Survey completed by the County into one package that reflects our current organizational status and provides a strong basis for goal-setting and action planning. The EBP Steering Committee considered recommendations from CJI, established six goals, and has developed strategic suggestions. Next, the mid-managers committee and the department as a whole will receive this information from the EBP Steering Committee and contribute to developing and implementing action plans to further advance our EBP initiative.

Now, perhaps more than ever, the public needs to recognize the vital role of probation services in public safety and community well-being. Political and financial support are required for us to maintain our good work. Partnerships are critical to our success. Quite simply, we cannot afford to be invisible in the community. With this in mind, the American Probation and Parole Association developed a branding initiative to increase public awareness. These few words convey a powerful message about our profession: **“Probation, Parole and Community Corrections... A Force for Positive Change.”** ☞

Another look at how Adult Probation is doing

By: Cathy Wyse

The Adult Probation Department routinely reports to county management and the public on the results of its crime reduction efforts. The key performance measures and fiscal year 2008 departmental results are 1) successful completions of probation, 2) revocations to AZ Department of Corrections (DOC), 3) new felony convictions, and 4) successful completions of pretrial supervision. These are very good performance measures that continue to be useful in tracking progress on departmental goals and in reporting the department's contribution to public safety. Nonetheless, they present a somewhat limited perspective on how Adult Probation is doing. In addition, when it comes to assessing the progress of particular programs, some of the measures don't work as well at the program level.

The sex offender program serves as a good example. The department calculates the rate of successful probation completion by dividing the number of probationers that successfully completed probation by the number of probationers that terminated probation. Similarly, the rate of revocation to AZ DOC is calculated by dividing the number of probationers committed to the DOC upon termination of probation by the number of probationers terminated from probation. Sex offenders are on lifetime probation, so they generally do not *complete* probation successfully; they *continue* on probation successfully. As a result, the probationers terminating from sex offender supervision are mostly cases revoked to DOC, resulting in a high rate of revocations to DOC and a low rate of successful probation completion. For example, if 100 sex offenders terminated from probation during the year, of which 60 went to AZ DOC and 40 completed probation successfully, the program would have a 40% successful completion rate for the year. Therefore, these termination measures do not provide an accurate assessment of how well the program is doing in its supervision of sex offenders.

One of the opinions commonly heard in the Policy, Planning and Analysis Division is that the entire active probation population should be included in calculations of success, because cases that are being maintained under supervision are successful. The number of petitions to revoke filed is another measure that can be used to examine how well probationers are doing. An analysis was recently completed using active probation population numbers, PTRs filed, and other data for fiscal year (FY) 2008.

The average active probation population for FY 2008 was 38,370. The following data items were analyzed as a percentage of that figure: the average monthly number of probationers with a petition to revoke filed during the year, the average monthly number of probationers terminated from probation with a revocation to AZ DOC during the year, the average monthly number of probationers that successfully completed probation during the year, and the average month-end number of probationers in warrants status during the year.

The results of this analysis, which are presented in the table below, provide some interesting perspectives regarding the department's success. Eighty-four percent of probationers are being successfully maintained under supervision. On a monthly basis, only 1% of the active probation population was revoked to prison and a petition to revoke probation was filed on only 3% of the active probation population.

FY 2008 Average Active Probation Population and Percentages of the Population by Petitions to Revoke Filed, Probation Terminations, Warrants, and Actively Supervised

	PTRs Filed per month	Revoked to DOC per month	Successful Completions per month	Average Warrants Population	Probationers Actively Supervised "Successfully maintained"	Average Active Probation Population N =
Department:	3%	1%	3%	9%	84%	38,370
Standard	2%	1%	2%	25%	70%	32,892
Intensive	3%	4%	3%	40%	45%	1,818
Unsupervised	1%	0.03%	6%	6%	87%	3,660

Based on the average of the population count at the end of each of the 12 months of the fiscal year.

Financial Compliance Program wins National Honor

By: Cathy Wyse

The American Probation and Parole Association (APPA) selected MCAPD's Financial Compliance Program to receive the 2008 APPA President's Award. This prestigious national honor recognizes the Financial Compliance Program as an exemplary community corrections program which serves to advance the knowledge, effectiveness and integrity of the criminal justice system. With this award, APPA seeks to recognize visionary organizations that have exemplified the management and innovations necessary to lead community corrections into the next decade.

The MCAPD Financial Compliance Program demonstrated innovation by successfully adapting a business model to a community corrections agency. The program benefits victims, probationers, and the community through vastly improved probationer compliance in the payment of court-ordered restitution and fees. Probationers are held accountable for payments while receiving assistance, as needed, with budgeting and employment. Victims are better served as more restitution is collected. The increased payment of fees reduces the burden on taxpayers and assists government with revenue for probation and other services. The lessons learned through this program have been shared with other community corrections agencies directly and through APPA training institutes.

Mark Hendershot accepted the APPA President's Award, on behalf of the Financial Compliance Program, at the APPA Winter Institute, held in Myrtle Beach, South Carolina, February 8-11, 2009. ☞



Financial Compliance Division
Direct Tom O'Connell

Sunnyslope Probation Office

By: Melissa Filas, Christian Popovici, and Tony Mendoza

In May 2007, the Sunnyslope Probation Office, located at 333 W Hatcher Road, opened its doors. This office houses approximately twenty-five adult and juvenile staff members and is utilized by Standard Field Unit 14, an Intensive Probation team and juvenile staff.

In keeping focused on Evidence Based Practices and reducing recidivism, the Adult Probation Officers at Sunnyslope continue to be involved in monthly Community Policing meetings in conjunction with members of the Sunnyslope community, the Phoenix Police Neighborhood Enforcement Team and John C. Lincoln Hospital.

Furthermore, officers were recently asked to assist in the Sunnyslope Taskforce on Prevention (S.T.O.P). This task force is comprised of a group of individuals who work in the community. The goal of the task force is to develop a strategic plan to address the impact that substance abuse/use has on the community, the resources currently available to address these issues and to identify the needs and service gaps within the community.

Officers have cited the main benefits in working directly in the community in which they supervise are: the accessibility for clients, the community partnerships and the familiarization of resource availability. Furthermore, the Community Restitution Program utilizes the Sunnyslope office as a weekend project center and clients are pleased to have this program available in the community in which they reside. Overall, the Sunnyslope community has welcomed the probation department's presence in their neighborhood. ☞

Success Story

By: Fred Wilhalme


On July 25, 2007, the judge signed yet another petition to revoke on Danyell Barrs. The petition was nothing new; this was the third petition to revoke probation on her class 2 felony drug offense, after failing twice before on other probation grants. Her other cases resulted in commitments to the Department of Corrections, and this case seemed to be following the same pattern. The difference this time was Danyell was not being returned to a traditional probation violation court. This time, Danyell's case was going to be heard in the special Mental Health Court, and this time Danyell was ready to change.

On February 27, 2008, the Danyell's case was staffed by Commissioner Hintze, representatives from the County Attorney and Public Defender's Offices, staff from the County Regional Behavioral Health Agency (RBHA) and probation staff. The facts of Danyell's case and her mental health and substance abuse histories were discussed. To Danyell's benefit, her family was also able to advise the Court of their feelings, through the probation officer. They expressed their concerns and willingness to do whatever was needed. Danyell also informed the Court that she was willing to make the changes necessary so she could get on with her life. She wanted to participate in treatment and get back to caring for her children.

The Court gave Danyell one more opportunity, but under the strict supervision of the Mental Health Court. She was given a one-month jail term and was released to her case manager. She was ordered to return to the Court on a regular basis to assure she was complying with her Conditions of probation and her mental health treatment plan. At each Mental Health Court staffing, the treatment team discussed what Danyell had accomplished and what had to be done next. Her successes were discussed, and she was rewarded with certificates in front of the treatment team and other Mental Health Court clients.

Danyell impressed the Court with her hard work and determination. She attended substance abuse and mental health counseling through her clinic. Danyell also completed the Magellan Well and Wrap classes that helped her better deal with her mental illness and to be able to help others. She completed peer support classes and volunteered numerous hours at her clinic helping others. Danyell also completed more than two thirds of her assigned 360 community service hours between February and December of 2008.

Her hard work has paid off. Not only has she remained drug free for more than a year, she has helped numerous others at her clinic do the same. She was hired by another mental health clinic as their Empowerment Center Supervisor. She works full-time running and assisting with daily classes dealing with mental health, substance abuse and anger management. She resides with her mother and helps raise her teenage son and young daughter.

The Mental Health Court provided this probationer with increased supervision and team cooperation to assure she received the assistance and treatment she needed. But it was Danyell's hard work, perseverance and drive that allowed her to make the changes she needed. She has truly proven herself to be a success. 

A Different Perspective

By: Janet Blake

Being a part of the Suns Nite Hoops program has made a huge impact on me for many reasons. One of these reasons occurred on Monday, January 12, 2009. The Suns Nite Hoops Board meets every couple of months. They usually discuss one of their upcoming fund raisers along with other agenda items. Gary Bushkin, president of the National Curriculum & Training Institute (NCTI), owns the cognitive skills curriculum and runs the basketball league. The fund raisers pay for the use of the Washington High School gym, the coaches, the referees, the score keeper, the time keeper, the gym manager, the two Phoenix Police officers, the jerseys (and the cleaning of them) and the two facilitators.

Mr. Bushkin requested I bring a participant to their next Board meeting. That particular Board meeting involved bringing in new Board members. These new potential Board members along with the newer existing Board members did not really understand the depth of the program.

I chose a new participant, Jarrayd Ortega. He participated in one season of the program to include the cognitive skills class and the basketball games. I did not know what Jarrayd was going to say, but was able to help relieve his fears of talking in front of a large group of people. Considering I had just introduced him to Tom Chambers, president of the Suns Nite Hoops Board and a retired Suns player along with recognizing Scott Light of Channel 12 News, it did not help to lessen his anxiety, it actually heightened it! He also couldn't believe how tall Tom was. When I told Tom of Jarrayd's comment, he told Jarrayd it just was a hormonal issue.

To my surprise he spoke about learning core values to include integrity, respect and responsibility. He stated he has learned how to deal with his stress in a positive way. He spoke about the cognitive classes as something he looked forward to. He spoke about how seeing his probation officer more often helped him stay focused. The Board members asked some pointed questions. He said how the Suns Nite Hoops program was making a difference in how he looks at probation. He thought it was more about trying to catch someone making a mistake and not working to make someone a better person. He believes the program is helping him deal with the issues in his life and he is looking forward to the next two seasons.

After Jarrayd spoke, some Board members commented they were impressed that the Probation Department had a caseload specific to this program. They spoke about the agencies they work for and contacts they have that can assist in writing resumes and in possible employment opportunities.

Probation is absolutely about consequences for behavior and the safety of the community. So is helping to change thinking patterns so negative behavior does not repeat itself. That is what the Suns Nite Hoops program is all about. Comments from Jarrayd and the Board members reinforced my belief that there is always a *different perspective* if one looks deep enough.



SMI Program receives Showcase in Excellence Award

By: Cathy Wyse

The Adult Probation Department's SMI program received a Showcase in Excellence award from the Arizona Quality Alliance at its annual awards banquet on February 10, 2009. Division Director Tom O'Connell graciously accepted the award on behalf of the program. The Showcase in Excellence award is based on stringent national criteria for performance excellence in an organizational process.

Employees attending the Arizona Quality Alliance awards banquet from Adult Probation were Chief Barbara Broderick; Division Director Tom O'Connell; SMI Supervisor Rebekah Trexler, and SMI unit probation officers Michele Albo, Karen Spittler, and Tammy Schroeder. Rebecca Loftus and Cathy Wyse, who participated in preparing the award application, also attended. SMI Supervisor Michelle Saldana was unable to attend the banquet but was an integral part of the application process. ☞



From Left to Right:
Cathy Wyse, Tom O'Connell, Chief Barbara Broderick,
Rebecca Loftus, Michele Albo, Tammy Schroeder,
Karen Spittler, & Rebekah Trexler

Unsupervised Adopts A Family

By: Karl Kasowski



Gabriella, Johnny, Alexia, Alma, Bobby, Javier,
Angel

The economic struggles faced by us all present some very challenging times. Despite this, the members of the Unsupervised Probation Unit, DTJC staff, and even some from Juvenile Probation found the means to help a family in need this past holiday season. The unit adopted a family to share in the celebration of the season. Sonia, a single mother of seven, was tearfully joyful as a truckload of gifts arrived for her and the children, who ranged in age from ten months to fifteen years. The family shared pictures of their festivities. Clothing, toys, games, gift cards and a nourishing food basket all worked to make their Holiday celebration a memorable time. Sonia and the children send their deepest gratitude to all those that helped make this a special time for them. Come on up to DTJC-3 and take a look at the pictures! ☞

Managing For Results System Overview

By: Shari Andersen-Head

PLANNING FOR RESULTS
A well-executed strategic business plan promotes common understanding of a department's overall direction and purpose so that individual employees can readily determine how their work, actions, and behavior support the strategic direction and overall success.

MEASURING FOR RESULTS
A balanced and practical approach to performance measurement uses a Family of Measures that includes demand, output, efficiency, and result measures. The Family of Measures and other Key Result Measures, such as service quality and employee and customer satisfaction, taken as a whole, provide the context for understanding how effectively and efficiently departments are working toward achieving desired results, and how well the department is performing.

BUDGETING FOR RESULTS
Integrating Budgeting for Results with strategic planning is critical to creating an integrated management system where financial resources, policy, department operations, and County staff are all aligned to achieve results.

DELIVERING FOR RESULTS
Based on available resources established through the budgeting process, departments develop and implement action plans to deliver services and collect data about their performance, including customer and employee satisfaction. Program performance measures and budgets are monitored throughout the fiscal year. Reviewing measurement data and other information regularly ensures that program requirements are being met, that service delivery is operating effectively, and that budget revenues and expenditures are in line with the department plan.

ANALYZING AND REPORTING RESULTS
Performance data are collected and analyzed to provide County decision makers with information about how well a department is providing services and achieving its goals. Performance information also is used by all levels of management and staff to identify problems in existing programs, to try to identify the root causes of problems, and/or to develop corrective actions.

MEASURING FOR RESULTS
Overall evaluation of what the performance information is telling County and department leadership about the effectiveness and efficiency of programs and services leads to improving performance. Departments regularly compare organizational and individual performance against established goals and objectives and performance targets, and use the information from this evaluation to determine the need for improvement and/or the need for program or policy changes.

MARS Units Applies Evidenced-Based Practices

By: Yvonne West; Probation Officer

With evidenced-based practices, the ultimate goal is to have the probationers make the positive choices in the ways they are going to change their behavior. We as probation officers can offer them the guidance through positive messages that they can succeed, and we can assist them in seeing that they can change their behaviors if they really want to. Jail, prison and other punitive sanctions do not really work in helping offenders become more productive members in the community. Instead, these sanctions merely warehouses offenders until they can re-offend, thus increasing recidivism.

Since I've been in the MARS Unit, I have seen the probationers through a different set of eyes. One day when I contacted a probationers just prior to her expiration to inform her I would have to notify the Judge that she did not comply with all the terms of her probation, she started to cry. She asked me to give her one more chance to become totally compliant so she could complete probation successfully. She explained how she never had really completed anything and did not want this to continue. With only six weeks left in her probation grant, she was delinquent by over \$425.00 in financial obligations, owed 89 community restitution hours, and time was running out. She assured me if I held off on submitting the paperwork she could get this done. I held off – and, she successfully completed all of her conditions. I felt good that she came through, and I told her how proud I was of her for having followed through with her commitment. I guess somewhere in the back of my mind, I really didn't think she would do it. So many times I have heard the "one more chance" statement. I'm just glad I listened. It's just that sometimes I believe I need to stop, take a breath and realize that there are people, not just probationers, out there that, if given that one more chance (and maybe the belief in them) that they will follow through and succeed.

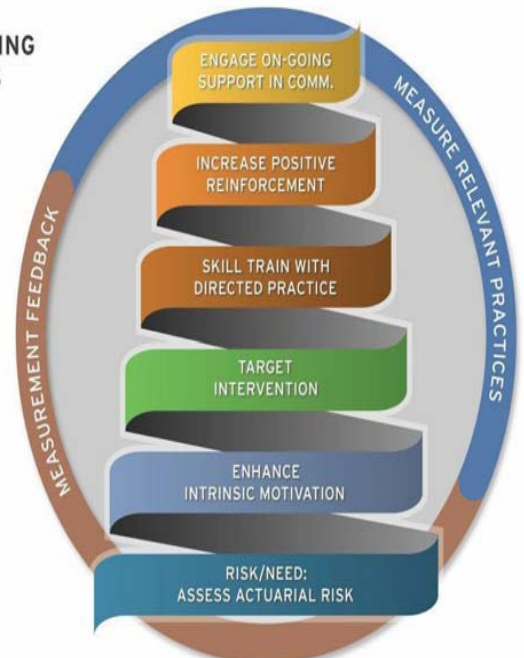
I like to think that our mission and commitment to follow evidenced based practices has had a big part in their success and in ours. ☞

By: Lorene Ayala; Judicial Clerk

In my position as support staff, I do not have contact with probationers, but it's my job to make their information available in an accurate and timely manner for probation officers and caseload administrators so that they can start managing their caseloads and helping probationers succeed on probation. My position is more like a silent partner by processing and/or typing reports, warrants, various petitions, orders of discharge, transfers, reinstatements, entering Court data in APETS, and creating new files for PO's and CA's.

Like Evidence-Based Practices, if something does not work, changes can be made to try to find better and more efficient ways to do things. Teamwork is also very important because what I do may affect the PO's and CA's, and what the PO's and CA's do may affect the probationers. If we all work together, the outcome will be more successful for everyone involved. ☞

EIGHT GUIDING PRINCIPLES FOR RISK/RECIDIVISM REDUCTION



Safety Matters

By Gary S. Streeter

If you remember my column in the last edition of the Chronicle, the topic was common concepts between defensive driving and officer safety (defensive tactics and firearms). Officers frequently encounter them while driving, and thus get a good deal of practice with these concepts. However, they less frequently encounter them while on duty (office and fieldwork) and thus have much less real experience with the concepts. But, that real life practice while driving can be valuable to prepare for on duty incidents. So, let's continue with our examination of some other common concepts.

Communication is something you do while driving and while on duty. We communicate in a variety of ways and on different levels.

Officer Safety: On duty communication can vary from the mundane, an interview with a probationer about his need to attend substance abuse counseling, to the extreme of using verbal commands in the midst of a physical force confrontation.

Defensive Driving: Likewise, while driving there are also various levels of communication. At the mundane level you signal when changing lanes or making a turn. But, in a split second you could find it necessary to use your horn to warn another driver that he is encroaching into your lane and is about to hit your vehicle.

Communication can often help us prevent a situation from escalating and can facilitate understanding between two parties.

Environmental changes are also common and must be given due attention.

Defensive Driving: The driving environment can, and often does, change very rapidly leaving little time to react. For example, objects can appear in the road, which may necessitate rapid braking or evasive maneuvers to prevent a collision. Or, the road on which you are driving is under major construction. So, you go from a wide, clear six-lane road to a narrow, broken, winding "trail" with work crews, police and machinery within feet of your vehicle. The change in environment requires you to slow down and be more vigilant to ensure the safety of everyone involved. You may even turn off the street to find a less congested route of travel.

Officer Safety: Likewise with officer safety, the environment can change rapidly. While doing a home visit you suddenly discover the presence of three unknown individuals in a room, or you observe a firearm lying partially covered on a coffee table. The change in environment requires you to slow down from your initial course of action and consider whether it is prudent to continue the contact or to end it and get to a more safe location. Given the near constant construction going on in the Valley, I'd guess that changing driving conditions are more common than guns on coffee tables. But, our reaction(s) to both are similar in concept.

A similar concept would be attention to **danger cues** that could be indicative of a verbal or physical outburst.

Officer Safety: While in contact with a probationer you need to be alert to verbal and non-verbal cues such as clenched fists, settling into a fighting stance or tone of voice. It is possible to miss verbal cues when we are "waiting to talk," meaning we are already formulating our next statement or response instead of listening. We are all guilty of it. The presence of such cues should lead you to listen more closely, increase your reactionary gap, consider the totality of the situation (should I stay or should I go now) or begin to use verbal de-escalation techniques.

Continued on page 11

Defensive Driving: Similarly, while driving there are non-verbal cues we need to be attentive to that can be indicative of a driver's impaired state or lack of attention, both of which could precede a collision. For instance, you are behind a driver who frequently changes speeds and weaves within his lane or into adjacent lanes. As with officer safety, these cues need to alert us to take action(s) such as increasing our reactionary gap and calling 911. Being in condition yellow while on the job and while driving increases the likelihood of picking up on these cues.

Lastly, is **judging speed and intent**. After a defensive tactics training scenario I often hear students say "I let him (Redman) get too close." Sometimes that truly is the case, that the student did let the instructor get too close. But, the reality is that the average person can move quickly over short distances, such as the two arms length reactionary gap taught in defensive tactics. Remember, action is faster than reaction and you are the one doing the reacting. Other than in training, we don't get many opportunities (competitive sports are excellent for this) to judge how just quickly people move.

Defensive Driving: Driving presents opportunities nearly every day to judge speed and intent. Think back to the last time a driver stopped at a red light then made a right turn on red and pulled out in front of you at a very close distance. It happened pretty quickly I'm sure and many times there is little time for you to react. As you reflect on the incident, consider whether the driver presented any "body language" that could have, or did, tip you off to his intent. Was he edging out past the crosswalk, or did he come to an abrupt stop past the crosswalk then rapidly accelerate through the right turn? Each could be an indicator of the driver's intent, but you must be attentive to this "body language" for it to do you any good. If you do pick up on these danger cues, you might go into Condition Orange as you have identified a potential threat. Now you must formulate a plan to counter the potential threat. As the driver pulls out, you must immediately judge whether there may be a collision. If so, do you apply the breaks or make an evasive maneuver to change lanes? If you want to change lanes, is one available? Is there a vehicle immediately to your left that prevents a lane change? Wow! That's a lot of information to process and decisions to make in a short time. But, we do it daily as we drive. We can translate this driving experience to officer safety by being in Condition Yellow, being attentive to danger cues and realizing that people (like vehicles) can move quickly. This prevents us from being caught by surprise, which will lengthen our OODA Loop. But that's for another column.

I'll close with some statistics from a recent article in the Arizona Republic. According to the National Law Enforcement Officers Memorial Fund and Concerns of Police Survivors, 71 officers were killed in traffic-related deaths in 2008. It was the 11th consecutive year that more officers were killed in traffic accidents than from any other cause. Of course, police officers are involved in high-speed and pursuit driving, and often find themselves in the precarious position of sitting on the side of the road during a traffic stop. But, they still drive the same streets we drive and transit the same intersections as us. So, the numbers should still give us cause to remember that driving is one of the most dangerous tasks we undertake. What can make it even more dangerous is that we have all done it for so long, and often with little or no negative consequence (accident, ticket, etc.) that we become complacent. That's when the real trouble starts! So, consider your driving experience as good "preparation" and training for a physical or lethal force encounter. We learn where we can, and take experience wherever we can get it.

C ya on the mats.

Note: for more information on the OODA (Observe, Orient, Decide, Act) Loop you can Google "OODA Loop" or "John Boyd." Or, check out Ken Good's excellent article on the subject at Strategos International. ☞

Why Now?

Why: because research continues to validate scientific methods that work in reducing recidivism

How: by using techniques proven to be effective in reducing recidivism

You: are the agent of change

Now: is the perfect time to continue our efforts to reach Goal A (crime reduction)

Overall: our results are reflecting departmental efforts

When: we join together we can affect probationer behavior, our community, and our

Mary Anne Boyden / 602.619.3162 Robert Cherkos / 602.506.7390 Tricia O'Connor / 602.619.0933

Adult Probation's Combined Charitable Campaign

By: Colleen Dorame

As the 2008 Combined Charitable Campaign representative, I want to thank everyone who participated or supported our 2008 campaign. Adult Probation raised close to \$10,000! The employees who assisted in this year's campaign made all the difference. I would like to thank the following individuals for all their time and effort; Brenda Crawley, Holly Longie, Pamela Ash, Jeanette Verchimak, Merci Hernandez, Julie Chavez, Beatrice Sainz, Rene Bates, Vickie Johnson, Marialice Haney, Sandy Mishkin, Justin Lauridsen, Maria Reynolds, Kim Gionta, Nancy Leholm, Olivia Ramirez, Ruth McNally, Christina Burrue, Sandy Rogers, and Donna D'Elia. There were numerous ways our employees gave, through the Payroll deductions, Hearts, Casual Days and this year's first basket contest. The basket contest was very successful. Thanks to all who contributed in filling the baskets and those that participated in the drawing. There were fourteen baskets in all. All money raised through the Hearts, Casual Days and Basket event went to the EASE (Employees Assisting and Supporting Employees) program. Even during one the most difficult economic periods in history, Maricopa County employees successfully joined forces to support our community by providing much needed assistance to others less fortunate. ☺

Top Basket



MCAPD & ADC Working Together

By: Jean Scott

The Maricopa County Adult Probation Department Indirect Services Unit/Department of Corrections (IDS/ADC) team acts as the gatekeeper for those re-entering the community from the Arizona Department of Corrections (ADC) and who are required to complete an adult standard probation grant upon their release.

Historically, the team's primary function was to track and monitor future release dates. This typically was based on information provided in Court Minute Entries and from on-going paper communication from the Department of Corrections. Additionally, this team establishes initial communication with probationers who either complete ADC community supervision first or who immediately start probation upon release. In either case, the obvious challenge to provide accurate and timely information to field probation officers was daunting.

Until recently, the IDS/ADC team considered a successful handoff from ADC to mean that the probation officer receives the probationer's name, address, and telephone number and the probationer receives similar information about the supervising probation officer. This was completed as close as possible to the probationer's release from ADC or completion of ADC community supervision. This team inevitably focused on the quickest way possible to move a probationer from Point A to Point B. In a significant percentage of cases this was not possible because the probationer failed to make contact and there was no current residence information available. Consequently, this created a major negative impact compelling the request of warrants and petitions to revoke probation grants. To add to the complexity of the issue, several pieces of legislation provided the ADC Director with discretion to allow early release for certain inmates based on particular circumstances. Confusion about release dates only increased. Public safety is a priority and this team lacked the basic data required to process these cases with the high degree of quality assurance required.

Both the MCAPD and the ADC share a common value to increase public safety and reduce recidivism. As a result, a positive working partnership was developed between these two agencies. Together, we have been able to create a more comprehensive, more accurate and successful handoff. In cases involving ADC community supervision, this partnership also provides the concrete opportunity to share ideas, knowledge and insight between community supervision officers and adult probation officers.

More specifically, with regard to those released into the 85041 zip code, the team had relied on assigned ADC community supervision officers to fax pertinent contact information. Upon receipt of this fax, the IDS/DOC team requested the assignment of a probation officer to the case. The probationer's file was forwarded at least 30 days in advance of completing ADC community supervision. This time provided the probation officer with the opportunity to review the case with the ADC community supervision officer and to discuss the probationer's behavior while in ADC and in the community. In cases where ADC community supervision was not ordered, ADC Correctional Officer III directed all releases to contact the IDS/ADC team within 24 hours of release.

As of October 2008, the IDS/ADC team was approved for connection to the ADC Adult Information Management System (AIMS), an electronic data processing system containing primary inmate database applications used in inmate management systems. Training was provided by ADC that same month. As a result, now the IDS/ADC team has access to the same information provided to ADC community supervision officers and ADC personnel. The team is able to locate soon-to-be released probationers in a much timelier manner and to provide this information to supervising probation officers. Additionally, AIMS permits the team to locate contact information about releases who fail to make contact. If not able to totally avoid requesting warrants and petitions to revoke, the number of requests has been greatly reduced. Finally, AIMS enables this team to forward information to a probation officer about a probationer's activity while in ADC. In February 2009, AIMS will include the ADC Discharge Plan, which is a comprehensive history gathered about a person while in ADC. When forwarded to a supervising probation officer, it will increase

Continued on page 14

Regarding the future, it has already been agreed to that the IDS/ADC team will receive on-going automated reports based on ADC data. This information will include release dates, contact information, community supervision contacts, data about warrants issued and/or cleared, community supervision status and end date, etc. These reports will act as a backup to data available in AIMS. Discussion continues to address the issue of how those released whether to ADC community supervision or directly to probation will receive similar services and support. Currently, ADC community supervision officers complete FROST reassessments and it is hoped that in the near future the results will be made available to MCAPD.

In conclusion, meaningful discussions continue between ADC and MCAPD. The data provided through AIMS and soon through automated reports has and will continue to improve pre-release and release communication between ADC and MCAPD. As a result, those re-entering the community will benefit from a more relevant and comprehensive network of services and support. Ultimately, a natural consequence of this collaboration between agencies will lead to greater public safety and reduced recidivism. ☞

30 Years of Service

Gloria Washington

By: Karl Kasowski

January 22 marked Gloria's thirtieth year with the Adult Probation Department. Gloria is an archive of photographs and stories dating back to when we had an office at 500 S. Third. She is very active in the community and within the department. In 1998, Gloria's hard work and commitment were acknowledged when she was selected as Probation Officer of the Year. Her legacy not only lies in her work with clients, but in her charitable nature.

She is probably best known for her work with the Annual Food Basket Project. This may sound familiar to you, "How much you going to donate?" For some reason, Gloria was very successful in securing donations! Gloria's genuine concern for people and those she serves continues to this day. Congratulations, Gloria!

Rob Payne

By: Jeanette Verchimak

Rob's most notable role is the Systems Security Officer for the Court, which includes Adult, Juvenile and Court Security. Rob's responsibility is to ensure staff meet standards established by the FBI and DPS which keep us connected to the vital services in connection to law enforcement and criminal justice data across the U.S. In the past three years, he has worked to quadruple the number of connections we have to justice data and to simplify the process of receiving the data electronically and automated formatting in criminal history worksheets required by the Court. Each year, our department receives high marks from the DPS following systems security audits. This attests to Rob's diligence and dedication to the mission of Adult Probation. So the next time you receive your biennial notice to update your Terminal Operators Certification, don't curse the messenger. Just know that Rob's doing his part to uphold our standards to ensure we have the tools to do our jobs.



Then



Now



Then



Now

It's a Gold Medal for the Third Annual Adjunct Faculty Event!

By: Jerry Scimio

On February 2, 2009, Adult and Juvenile Training and Staff Development held its Third Annual Adjunct Faculty event. As adjunct faculty plays a major role in the training and education of our employees, this event was created to show appreciation and formally acknowledge this great group of people.

In keeping with the spirit of the 2008 Olympic games and to honor those who served as adjunct faculty in 2008, this event centered around the theme of how personal bests contribute to team outcomes. The event was kicked off by the lighting of the Olympic torch, carried by the Emperor of China, also known as Pam Lim, JPD trainer. This was followed by a few words from former County employee and trainer extraordinaire, Mary Lee Madison, as well as Olympian Linda Good, whom we are proud to have as a fellow employee at Maricopa County Juvenile Probation. Linda competed in track in two prior Olympics. After enjoying refreshments and hearing remarks from APD Chief Barbara Broderick, JPD Deputy Chief Alice Bustillo, and Training Manager Colleen Dorame, it was time for the medal ceremony. Each attendee was given an edible, chocolate gold medal and the opportunity to have a group photo taken. All 2008 adjunct faculty, whether present or not, will receive a certificate of appreciation and gift card.



Emperor of China also known as JPD Trainer Pam Lim starts the event!

Then it was time to let the Olympic Games begin! Two rooms full of games like bowling, darts, bean bag toss, and many others were set up for everyone to play. The games got loud and competitive as people began challenging others at their favorites. Following a spirited round of games, it was back for a name the world flags competition and a final thank you.

It was a very successful event attended by many. We are all busy in each of our assignments, and all adjunct faculty deserve recognition for sharing their personal best with others. ☺



Congratulations to the "Of The Year" Winners!

Employee Of The Year

Barbara Johnson

Supervisor Of The Year

Karen Barnes

Probation Officer Of The Year

Pete Jacaruso

Surveillance Officer Of The Year

Patty Carey

*Please join us at the
"Of The Year" ceremony
Date: April 1st, 2009
Time: 1:30 p.m.
Place: BCB*

Congratulations & Thank You

5 Years

Kimberly Battle
Buddy Benson
Melissa Boudreau
Justin Burns
Regan Butler
Jolie De Long
Kyeshia Gatison
Steven Jackson
Michael Landingham
Bette McGuire
David Perkins
Denise Pine
Dana Shepherd
Kenneth Snodgrass
Karen Spidler
Dana Youhas

10 Years

Barbara Johnson
Darla Foutz
David Kozak
Eric Marmont
Jarek Wrobel
Jennifer Manes
Julie Cuen
Karen Neidrauer
Lynda Zawatsky
Margaret Johnston
Mike Cimino

15 Years

Irene Ayala

20 Years

Jeri Modesti

25 Years

Julia Harkins
&
Susan Milligan

Thank You to Our Writers

Contributing Writers

Cathy Wyse
 Christian Popovici
 Colleen Dorame
 Gary Streeter
 Janet Blake
 Jean Scott
 Jeanette Verchimak
 Jerry Scimio
 Karl Kasowski
 Lorene Ayala
 Mary Anne Boyden
 Melissa Filas
 Tony Mendoza
 Yvonne West

Chronicle Staff

Barbara Broderick
 Rebecca Loftus
 Shari Andersen-Head
 Cathy Wyse
 Jackie Novak

Chronicle Editorial Policy:

- All articles and pictures submitted for publication in *The Chronicle* are subject to acceptance and editing.
- If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication
- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
- All non-employees in pictures and in articles must have a signed Publications-Consent for Release of Information on file. A copy can be obtained from Shari Andersen-Head.
- Articles submitted for *The Chronicle* may be reproduced in other publications.

Production Manager

Jackie Novak
 (602) 506-9044
novakj001@apd.maricopa.gov

Editor

Rebecca Loftus
 (602) 506-4419



Interested in submitting articles, announcements or success stories to The Chronicle?

Or

Joining our e-mail list & having The Chronicle sent to you automatically each publication?

E-mail submissions to Jackie Novak



Access *The Chronicle* on-line at:

<http://www.superiorcourt.maricopa.gov/AdultProbation/NewsAndReports/Chronicle.asp>

Or

Via the intranet at:

<http://courts.maricopa.gov/apd/chronicle/index.asp>